

## A STUDY ON OCCUPATIONAL STRESS AMONG WORKING WOMENS

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### ABSTRACT

*Stress at the workplace has become an increasing phenomenon due to external factors such as technological advancement, changes in the economy of a country which might lead to becoming redundant and so on. Stress can be considered as an inevitable condition at least at one point in time or another; however, it can also be minimized to the extent that the productivity and health of the employee are maintained which could lead to a productive organization. Stress is also bound to occur in multinational companies where an operation is global and employees have a different cultural background. In today's changing and competitive work environment, the stress level is increasing both in the workers as well as the managers. As a result of this work stress, more and more managers are showing signs of chronic fatigue and burnout. Research has concluded that stressed out managers are not good for their companies or shareholders. In most cases, stress leads to reduced efficiency in even the best of individuals, which in turn leads to reduced productivity. Stress is a problem in almost all the countries of the world, irrespective of whether the economy is strong or weak. Therefore, it becomes very essential to include "work stress" as one of the chapters in studying human behavior, because we must know what is actually stress, what are the causes of stress.*

**KEYWORDS:** Stress Management, Benefits, Coping Strategies, Work Environment & Health

**Received:** Oct 12, 2018; **Accepted:** Nov 02, 2018; **Published:** Nov 22, 2018; **Paper Id.:** IJHRMRDEC201812

### INTRODUCTION

In today's changing and competitive work environment, the stress level is increasing both in the workers as well as the managers. As a result of this work stress, more and more managers are showing signs of chronic fatigue and burnout. Research has concluded that stressed out managers are not good for their companies or shareholders. In most cases, stress leads to reduced efficiency in even the best of individuals, which in turn leads to reduced productivity. Stress is a problem in almost all the countries of the world, irrespective of whether the economy is strong or weak. Therefore, it becomes very essential to include "work stress" as one of the chapters in studying human behavior, because we must know what is actually stress, what are the causes of stress, what are its consequences and then, what should be done to reduce it.

Considered from an individual's point of view, stress is our body's physical, mental and chemical reactions to circumstances that frighten, confuse, endanger or irritate you. If controlled, stress is a friend that strengthens us for the next encounter. If handled poorly, it becomes an enemy which can cause diseases like high blood pressure, ulcer, asthma, and overactive thyroid. As per the medical explanation of the term "stress is the

body's general response to environmental situations." It can lead to:

- Physiological discomfort.
- Some kind of emotional unhappiness.
- Strained relationships with other people.

In very simple words, stress refers to an individual's reaction to a disturbing factor in the environment.

- "Stress is defined as an adaptive response to an external situation that results in physical, psychological and/or behavioral deviations, for organizational participants."
- "Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important."
- According to Ivancevich and Matterson, "Stress is the interaction of the individual with the environment. It is an adaptive response, mediated by individual differences and/or psychological process; that is a consequence of any external (environmental) action, situation or event that places excessive psychological and/or physical demands upon a person"
- According to Beehr and Newman, "Job stress is a condition arising from the interaction of the people and their jobs, and characterized by changes within people that force them to deviate from their normal functioning."

Some important point relating to the nature of stress are:

- Stress is a neutral word. It is not bad in and of itself. But when stress is created by undesirable outcomes, it becomes Distress. On the other hand, if it is created by desirable and successful effects it is called Eustress. Eustress is a healthy, positive and developmental stress response. It is primarily the Distress form of stress which requires examination and steps to cope with it; because distress is generally associated with heart disease, alcoholism, drug abuse, marital problems, absenteeism etc.
- Stress is associated with Constraints and Demand. Constraints prevent an individual from doing what he or she desires. If a person wants to buy something, but he does not have the necessary cash, it is a constraint. Demands refer to the loss of something desired. If a person wants to go and watch a movie, but he is unable to do so because of pressing official work, it amounts to a demand. Both Constraints and Demands can lead to potential stress.
- Two conditions are necessary for potential stress to become actual stress. There must be :
  - Uncertainty over the outcome, and
  - Outcome must be important.
- Stress is usually very high when there is uncertainty over the outcome and the outcome is very significant. Both these conditions are necessary. If there is no uncertainty but the outcome is significant, there will not be any stress. On the other hand, if there is uncertainty, but the outcome is not significant, there will again be no stress.

- Stress is not simply anxiety. Stress may be accompanied by anxiety, but the two are not synonymous. Anxiety is psychological and emotional whereas stress operates in the physiological sphere also along with the psychological sphere.
- Stress should also be differentiated from nervous tension. Nervous tension may be a result of stress. Stress is a subconscious action. Even unconscious people have exhibited stress, whereas nervous tension is a conscious action. People may “bottle up” their emotions and not reveal them through nervous tension.
- The term “burnout” is also closely associated with stress. Some researchers contend that burnout is a type of stress, but others treat it differently. Burnout is closely associated with helping professions like nursing, education and social work it is characterized by emotional exhaustion, depersonalization and diminished personal accomplishments. Even though technically, burnout is different from stress, these are generally used interchangeably.

Stress is highly individualistic in nature. Some people have a high tolerance for stress and thrive well in face of several stressors in the environment. In fact, some individuals will not perform well unless they experience a level of stress which activates and energizes them to put forth their best efforts. On the other hand, some people have a very low level of tolerance for stress and they become paralyzed when they have to interface with routine everyday factors that appear undesirable to them.

## **ORGANIZATIONAL APPROACHES TO MANAGING STRESS**

Stress-related issues cost businesses billions of dollars per year in absenteeism, accidents, and lost productivity (Hobson, 2004). As a result, managing employee stress is an important concern for organizations as well as individuals. For example, Renault, the French automaker, invites consultants to train their 2,100 supervisors to avoid the outcomes of negative stress for themselves and their subordinates. IBM Corporation encourages its worldwide employees to take an online stress assessment that helps them create action plans based on their results. Even organizations such as General Electric Company (GE) that are known for a “winner takes all” mentality are seeing the need to reduce stress. Lately, GE has brought in comedians to lighten up the workplace atmosphere, and those receiving low-performance ratings are no longer called the “bottom 10s” but are now referred to as the “less effective” (Dispatches from the war on stress, 2007). Organizations can take many steps to help employees with stress, including having more clear expectations of them, creating jobs where employees have autonomy and control and creating a fair work environment. Finally, larger organizations normally utilize outside resources to help employees get professional help when needed.

## **CALMING COPING STRATEGIES**

First, it’s helpful to calm your physiology so you reverse your stress response. When your stress response is triggered, you process information differently and you can feel physically and emotionally taxing. If this state is prolonged, it can escalate to chronic stress.

One useful tip to calm you is to go to a quiet place and take deep, long breaths. Breathe in, hold for five seconds, and then exhale slowly. Repeat several times. This exercise can help soothe your nerves and slow a racing heart. For other ideas, try these strategies to calm down quickly, or these 5-minute stress relief strategies for some quick coping strategies. Calming strategies include the following:

- Meditation
- Breathing exercises
- Aromatherapy.

## REVIEW OF LITERATURE

**Elizabeth George, Zakkariya K. A., (2015).** The purpose of this paper is to examine whether job satisfaction and job-related stress differ among employees of different banking sectors. Questionnaires were administered to 337 employees from various banks belonging to the private sector, public sector, and new generation banks. One way ANOVA was conducted to find out whether job satisfaction and job relates stress varied on the basis of three different sectors of banks. Further post hoc test was conducted to find out which sector differs significantly. Results indicated that employees of different sectors of the bank had a different level of job satisfaction and job-related stress. Further, it was revealed that public sector banks have lower job-related stress when compared to private sector banks and new generation banks, and higher job satisfaction when compared to new generation banks. With the rapid developments and competition in banks, measures should be taken in private sector banks and new generations banks to reduce job-related stress and enhance job satisfaction level of employees. This may also result in increased quality of services and reduced labor turnover in banks. The study is original and empirical in nature. It shows that the job satisfaction and job-related stress differ among employees of different groups of banks in the banking sector. If the banking sector is considered as a true representative of the service sector, the results of this study have wider implication in the service industry as a whole.

**Jennifer Walinga, Wendy Rowe, (2017).** The major objective of this paper is to explore how to transform one's perception of workplace stressors, moving beyond the idea of merely surviving or coping with stress to “thriving” within what is becoming a non-negotiable level of stress in the workplace. A total population of the study 200, the pilot study has done. Convenience sampling method is used the tool used is chi-square. The researchers generated a working definition of work stress thriving based on current literature, then conducted a content analysis of qualitative interviews to develop an empirically-grounded understanding of factors differentiating a stress transformation response from a coping response to workplace stressors. There is a relationship between characteristics of a stress transformation response to stress challenges in the workplace: systemic cognitive appraisal, inclusive communication strategies, collaborative and sustainable problem solving, individual learning and growth, and organizational positive impacts. The study provides an original conceptual perspective on the concept of stress management, calling for a paradigm shift that views stress as desirable and conducive to optimal performance.

**Shobana.S Chackonisha., Verma Rekha and Mathuranjali 2016.** It is an important task for working women to balance responsibilities both at workplace and at home. This challenging task causes stress at a different level in working women's life. The aim of the study is to focus on the stress causes among government and private working women with the objective to compare the occupational stress level between women's working in government and the private sector. Socio-Economic Status Scale devised is used. A sample of 180 working women, out of this 90 each from government and private sector have participated in this study. The 90 working women from each sector are further divided into three categories of lower, middle and upper socio-economic group comprising 30 samples in each group. Statistical test and two-way ANOVA were used for data analysis. The finding of the study reflects that there was a significant difference in stress level between working women in government and private sectors.

## OBJECTIVE OF THE STUDY

**Primary Objective:** To study the occupation stress among employees in G.G Hospital private limited Chennai (Nungambakkam).

**Secondary Objective:** To find the causes of occupational stress among employees in G.G Hospital private limited Chennai (Nungambakkam).

- To analyze whether stress has an impact on the employee s personal life.
- To examine the relationship of superior and subordinate.

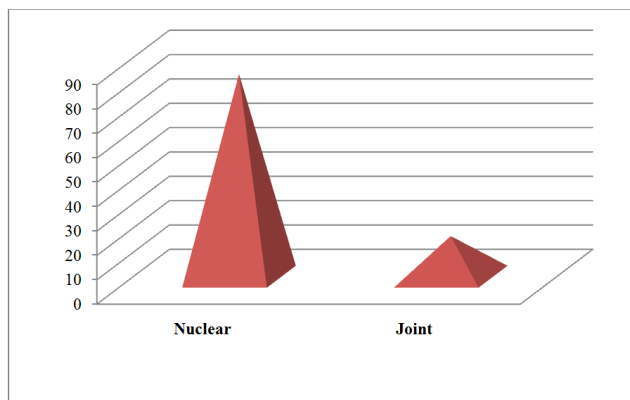
To study the effectiveness of stress management program organized by G.G Hospital private limited Chennai (Nungambakkam).

## ANALYSIS

**Table 1: Table Showing Family Type of the Respondents**

S. No	Educational	No. of Respondents	Percentage
1	Nuclear	150	83.3
2	Joint	30	16.7
	<b>Total</b>	<b>180</b>	<b>100</b>

**Inference:** The above table shows that 83% of the respondents are nuclear-family, 16 % of the respondents are Joint family.

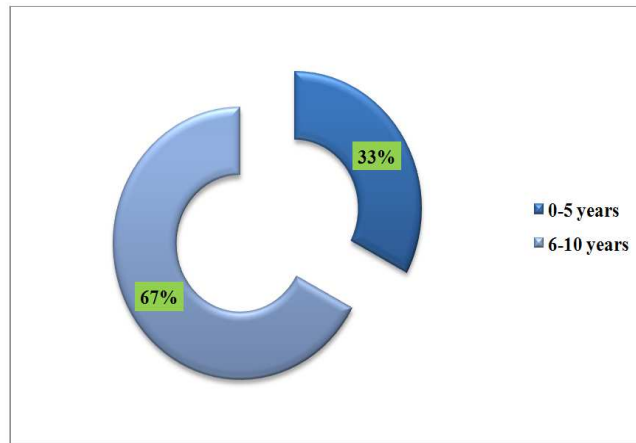


**Figure 1: Figure Showing Family Type of the Respondents**

**Table 2: Table Showing Work Experience of the Respondents**

S. No	Work Experience	No. of Respondents	Percentage
1	0-5 years	59	32.8
2	6-10 years	121	67.2
	<b>Total</b>	<b>180</b>	<b>100</b>

**Inference:** The above table shows that 67 % of the respondents are 0-5 years experienced, 32% of respondents are 6-10 year experienced,



**Figure 2: Figure Showing Work Experience of the Respondents**

### Correlation between Workload and Heart Disease

**Null Hypothesis:** There is no significant relationship between Workload and heart disease

**Alternate Hypothesis:** There are significant relationship Workload and heart diseases

**Table 3(a)**

Workload Vs Heart Diseases, Headaches			
Descriptive Statistics			
	Mean	Std. Deviation	N
Workload	4.34	.814	180
Heart diseases	2.68	1.054	180

**Table 3(b)**

Correlations			
		Workload	Heart Diseases
Workload	Pearson Correlation	1	.902**
	Sig. (2-tailed)		.000
	N	180	180
Heart diseases	Pearson Correlation	.902**	1
	Sig. (2-tailed)	.000	
	N	180	180

**Interpretation:** From table 3(b) according to Pearson correlation, Workload and heart disease are positively correlated since the correlation value is **0.902\*\***. There are significant relationship between problems handled in the organization and health since  $0.000 < 0.01$

### CHI-SQUARE TEST

#### Age and Health Issues among Employees

**Null Hypothesis:** There is no significant association between **Age and Health issues among employees**

**Alternate Hypothesis:** There is a significant association between **Age and Health issues among employees**

Table 4(a): Chi- Square Tests

			Health Issues					Total
			2.00	2.50	2.75	3.50	4.00	
Age	"20-25 year"	Count	24	0	0	0	0	24
		Expected Count	3.9	4.0	2.7	6.7	6.8	24.0
	"26-30 year"	Count	0	0	0	33	51	84
		Expected Count	13.5	14.0	9.3	23.3	23.8	84.0
	"31-35 year"	Count	0	20	20	17	0	57
		Expected Count	9.2	9.5	6.3	15.8	16.2	57.0
	"36-40 year"	Count	0	10	0	0	0	10
		Expected Count	1.6	1.7	1.1	2.8	2.8	10.0
	Above 40 year	Count	5	0	0	0	0	5
		Expected Count	.8	.8	.6	1.4	1.4	5.0
Total		Count	29	30	20	50	51	180
		Expected Count	29.0	30.0	20.0	50.0	51.0	180.0

Table 4(b)

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-Sided)
Pearson Chi-Square	339.473 <sup>a</sup>	16	.000
Likelihood Ratio	320.530	16	.000
Linear-by-Linear Association	4.112	1	.043
N of Valid Cases	180		

**Interpretation:** It is inferred that there is no significant association between **Age and Health issues among employees** since Sig (0.000) < 0.05

## FINDINGS

- The above table shows that 83% of the respondents are nuclearfamily, 16 % of the respondents are Joint family.
- The above table shows that 67 % of the respondents are 0-5 years experienced, 32% of respondents are 6-10 year experienced,
- According to the Pearson correlation, Workload and heart disease are positively correlated since the correlation value is 0.902\*\*. There are significant relationship betweenproblems handled in the organization and health since 0.000< 0.01
- According to the Pearson correlation, Workload and heart disease are positively correlated since the correlation value is 0.902\*\*. There are significant relationship betweenproblems handled in the organization and health since 0.000< 0.01
- it is inferred that there is no significant association between **Age and Health issues among employees** since Sig (0.000)< 0.05

## CONCLUSIONS

The stress became part of everyday life for the modern society. It affects our lifestyle and the outcomes of the communication. That is why for the companies and employed people, who care about the work efficiency and own well-being, my research is meaningful. The effort which is needed to accomplish the tasks in order to prevent stress intervention seems enormous. However, once a company or a person tries, the feasibility of the research becomes realistic; moreover,

time and money spent become compensated. Companies started thinking about the employees' well-being at working place relatively not long ago, as well as Stress Management was developed recently in past years. Therefore the research is quite modern and is of high need. Moreover, some of the results are really unexpected and new, and the results which coincide with previous researches' results prove their reliability. However, in the current moment, there are only a few researches on the topic of Stress at work and Stress Management which are available outside some specialized psychological agencies or are free of charge.

Stress is an inevitable part of today's fast life. In this age of globalization and liberalization of the economy, competition among organization has increased employees attempt to outperform one another to reach the top. On the whole, most of the employees are falling under stress in the company due to various reason are cited earlier. So the organization must include the training program as a part of their life. Occasionally organized programs may not be helpful in the long run. So there must be continuous learning of organizational values by employees through such training programs. It will work as the best preventive strategy for stress management at the organizational level. This study helped me to gain a wide knowledge, about stress management. The company has guided me in a fruitful way to complete this project in a successful manner. I have acquired a new experience through this project work.

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